

The Power of the Team

Suitable for individuals who currently work within a departmental team or for cross-functional teams who need to work more effectively together in order to achieve improved results and build group synergy

Objectives:

At the end of the programme delegates will understand what constitutes a team and learn what individuals need to do to operate effectively in order to maximise potential within their team:

Content covers:

- Team versus group
- Barriers to effective teams.
- Understanding group dynamics
- The differences between successful and unsuccessful teams
- Rating your own team
- Preferred working styles within teams
- Establishing trust
- Criteria for effective teams.
- Action Plans and Objectives

** This programme will include a selection of practical team building exercises designed to illustrate key learning points

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer **Care**

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters